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Professional Summary & Career Objective

A highly skilled IT professional, competent, and organized systems administrator with more than 12 years of experience in the IT field and a proven track record of delivering strategic technology solutions that drive business growth and enhance operational efficiency. Possesses a proven ability to manage the day-to-day running of the IT department and its business IT systems.

Lead and innovate as an IT professional, leveraging my track record in strategic technology solutions, team leadership, and project management. I aim to align IT initiatives with business goals, optimize resources, enhance cybersecurity, and drive digital transformation, staying at the cutting edge of technology trends to ensure organizational competitiveness.

Experience

Jubaili Bros | 07/2024 – Present | Remote | *Saida, Lebanon*

IT Support Engineer L3

- Managing IT assets by overseeing the inventory, procurement, and deployment of IT hardware and software assets.
- Mentoring and training L1 and L2 support engineers.
- Ensuring proper asset tracking and maintenance to optimize resource utilization.
- Providing expert technical support and troubleshooting at the highest tier (Tier 3) for complex IT issues.
- Collaborating with lower-tier support teams to resolve escalated incidents and problems.
- Leading the planning and implementation of ITSM and ITAM projects.
- Defining project objectives, scope, and resource requirements.
- Collaborating with stakeholders to gather IT requirements and establish project timelines.
- Performing system administration tasks, including server configuration, maintenance, and security.
- Ensuring the reliability, availability, and performance of IT systems
- Leading and managing IT projects from initiation to completion.
- Developing project plans, allocating resources, and tracking project progress.
- Communicating project status to stakeholders and ensuring project goals are aligned with the organization's objectives and goals.

Jubaili Bros | 05/2023 – 06/2024 | On-Site | *Saida, Lebanon*

IT Support Engineer L2

- Provided advanced troubleshooting and resolution for critical IT incidents.
- Conducted in-depth root cause analysis to prevent the recurrence of issues.
- Coordinated with other technical teams to resolve complex incidents.
- Identified and analyzed recurring issues to implement permanent solutions.
- Developed and implemented knowledge base articles and procedures.
- Collaborated with IT management to prioritize and address systemic problems.
- Provided technical expertise for complex IT changes.
- Assessed potential impacts and risks of changes.
- Participated in change review boards and approval processes.
- Developed and maintained technical documentation and procedures.
- Shared knowledge and best practices within the IT team.
- Possessed deep technical knowledge of the organization's IT infrastructure, applications, and systems.
- Stayed up to date with emerging technologies and industry trends.
- Provided technical guidance and support to other teams as needed.

- Participated in on-call rotation for critical IT incidents.
- Provided after-hours support as required.

3Mplast Industrial Company L.L.C | 04/2022 – 04/2023 | On-Site | Saida, Lebanon

IT Manager

- Developed and implemented IT policies, procedures, and best practice guides for the organization.
- Defined IT infrastructure strategy, architecture, and processes.
- Monitored the performance of information technology systems to determine cost and productivity levels and made recommendations for improving the IT infrastructure.
- Analyzed business requirements and departments' needs by collaborating with key stakeholders within 3Mplast and developing solutions.
- Researched and evaluated emerging technologies, hardware, and software.
- Oversaw and determined timeframes for major IT projects including system updates, device upgrades, migrations and integrations, developments, and outages.
- Led large IT projects including designing and deploying new IT systems and services and evaluating the results.
- Managed Odoo ERP system implementation project.
- Administrated internal/external networks, telephones, servers, mobile devices, and websites.
- Developed and executed disaster procedures and maintained daily and monthly data backups and replications.
- Ensured the security of data, network access, and permissions.
- Managed domain and Active Directory (Users, Groups, Policies, Permissions, Shared Folders).
- Managed IT staff by recruiting, training, coaching, communicating job expectations, and appraising their performance.
- Analyzed vendors continuously to ensure they offered the best possible service and value for the company's needs.
- Prepared cost-benefit analysis reports when upgrades were necessary.
- Oversaw annual budget and ensured cost-effectiveness and efficiency.

3Mplast Industrial Company L.L.C | 08/2021 – 03/2022 | On-Site | Saida, Lebanon

Senior IT Support Specialist

- Supported users at the tier three level and provided direction for the IT Support team.
- Tracked and maintained hardware and software inventory and stock.
- Managed Google Workspace Admin Console.
- Troubleshooted hardware and software issues related to IT.

Makassed High School | 09/2018 – 07/2021 | On-Site | Saida, Lebanon

IT Support Specialist

- Administrated MIHS School's server and computers.
- Managed databases, MIHS school's information system (SIS), Microsoft SQL Server, MEHE system, employees' attendance system, internet, and network.
- Set up modems/routers, defined IP addresses, and configured and installed cameras.
- Assembled and fixed computers, and technically supervised events.
- Administrated Office 365, and Microsoft Teams.
- Conducted training sessions for administrators, teachers, staff, and student's parents.
- Provided support to administrators, teachers, and student's parents.
- Reported daily tasks, monthly development plans, accomplishments, and achievements yearly.
- Managed money proficiency.

The Makassed Philanthropic Society | 09/2012 – 08/2018 | On-Site | Saida, Lebanon

IT Support Technician

- Technically supported Makassed Aisha, Makassed Dawha, and Makassed Secondary Schools through help desk support and ticket management.

- Assembled, configured, and installed new hardware.
- Performed hardware maintenance of servers, computers, and peripherals.
- Installed, configured, and troubleshooted software.
- Configured and troubleshooted networks.
- Provided user, on-call, remote support and assistance.
- Documented troubleshooting steps and solutions.
- Trained employees on new software and technology.
- Managed the IT inventory by overseeing the organization's needs and ordering new and replacement items.

Education

Lebanese International University (LIU) | 10/2022 – Present | *Saida, Lebanon*
MBA in Management Information Systems (GPA: N/A / 4.00)

Lebanese International University (LIU) | 09/2019 – 06/2022 | *Saida, Lebanon*
B.S of Science in Information Technology with distinction (GPA: 3.92 / 4.00)

Awards and Honors

Deans' Honor List (2019, 2020).

CIS College | 10/2018 – 06/2019 | *Saida, Lebanon*
B.T.3 in Accounting and Computer Services (GPA: 16.69 / 20.00)

Professional Development

Google Certifications

- Google Project Management Professional Program, Google Career Certificates, 01/2025
- Google Cloud Security for Beginners: Tools and Services, LinkedIn Learning, 11/2023
- Google Cloud Foundations, LinkedIn Learning, 11/2023
- Google Cloud Data and Storage Foundations, LinkedIn Learning, 11/2023
- Cybersecurity Professional Program, Google Career Certificates, 10/2023
- IT Support Professional Program, Google Career Certificates, 12/2020
- Fundamentals of Digital Marketing, Maharat from Google, 06/2020

Microsoft Certifications

- Microsoft 365 Certified: Fundamentals (MS-900), Microsoft, 02/2024
- Microsoft Certified: Azure Fundamentals (AZ-900), Microsoft, 01/2024

Cisco Certifications

- CCNA4: Routing and Switching: Interconnecting Networks, Cisco Networking Academy, 06/2022
- Digital Transformation and Innovation Project, ESA Business School, 04/2022
- CCNA3: Routing and Switching: Scaling Networks, Cisco Networking Academy, 02/2022
- CCNA2: Switching, Routing, and Wireless Essentials, Cisco Networking Academy, 07/2021
- IT Essentials, Cisco Networking Academy, 07/2021
- CCNA1: Routing and Switching: Introduction to Networks, Cisco Networking Academy, 02/2021
- Get Connected Cisco, Networking Academy, 02/2020
- Entrepreneurship, Cisco Networking Academy, 12/2020
- Introduction to Cybersecurity, Cisco Networking Academy, 07/2020
- Introduction to IoT, Cisco Networking Academy, 06/2020

LinkedIn Certifications

- Putting ITIL into Practice: DevOps for ITIL Practitioners, LinkedIn Learning, 01/2024
- Deploying Microsoft Entra ID, LinkedIn Learning, 01/2024
- Planning for Microsoft Entra ID, LinkedIn Learning, 01/2024
- Securing Windows Server 2019, LinkedIn Learning, 12/2023
- Windows Server 2019: Active Directory Enterprise Infrastructure, LinkedIn Learning, 12/2023

- Windows Server 2019: DHCP and DNS, LinkedIn Learning, 12/2023
- Windows Server 2019: File Services, LinkedIn Learning, 12/2023
- Windows Server 2019: First Look, LinkedIn Learning, 12/2023
- Windows Server 2019: Implementing Group Policy, LinkedIn Learning, 12/2023
- Windows Server 2019: Install and Configure Active Directory, LinkedIn Learning, 12/2023
- Windows Server 2019: IP Addressing, LinkedIn Learning, 12/2023
- Putting ITIL Into Practice: Applying ITIL 3 Foundation Concepts, LinkedIn Learning, 12/2023
- Putting ITIL into Practice: Problem Management Techniques, LinkedIn Learning, 12/2023
- Azure Management: Portal PowerShell and CLI Basics, LinkedIn Learning, 11/2023
- Azure Network Security for Beginners: Tools and Services, LinkedIn Learning, 11/2023
- Microsoft Entra ID: Basics, LinkedIn Learning, 11/2023
- Azure: Understanding the Big Picture, LinkedIn Learning, 11/2023
- Windows Server 2019: Configure Hyper-V, LinkedIn Learning, 11/2023

Other Certifications

- Linux Unhatched NDG, 06/2023
- PCAP Programming Essentials In Python, Python Institute, 01/2021
- Mental Candy Coaching Program, WYDNER COACHES, 01/2021
- Linux Essentials Professional Development, Linux Professional Institute, 12/2020
- Life and Soft Skills, CIS College, 09/2020
- Presenting Your Work with Impact, University of Leeds and Institute of Coding, 04/2020
- Communication and Interpersonal Skills at Work, University of Leeds and Institute of Coding, 04/2020
- Collaborative Working in a Remote Team, University of Leeds and Institute of Coding, 04/2020
- Project Management Program, INJAZ, 01/2024
- Shepherd Managerial Coaching Program, WYDNER COACHES, 02/2022

Technical Skills

Network Infrastructure, Network Administration, Database Management, Business Continuity Plan, System Administration, Disaster Recovery Plan, Operating Systems, ITIL, COBIT, ISO 20000, Security Hardening, Backup and Replication, Risk Management, Incident Response, Programming, Network Security, Virtualization, Security Audit, Web Server, Cybersecurity, IT Technical Support, SIEM Tools.

Professional Skills

Excellent Verbal and Written Communication, Management and Organization, Leadership and Teamwork, Project Management, Decision Making, Multi-Task, Ambitious and Self-Motivated, Accounting and Analytical Thinking, Proactive and Problem Solving, Creative and Driving, Critical Thinking, Attention to Details, Work Under Pressure.

Languages

Arabic: Native

English: Proficiency

French: Basic